How will you know if your transaction has processed?

Most transactions are processed overnight. You can verify your transaction by revisiting the website or calling the ABC-C. You can also verify your transaction by reviewing your LES.

ABC-C is good for you!

- Fast, easy access to current and complete information.
- Automated systems ensures accuracy.
- Convenience – You are in control of *your* benefits and entitlement transactions.
- Knowledgeable and trained counselors available t

ABC-C VISION

Provide responsive quality service that allows Army serviced civilian employees to manage their benefit and entitlement portfolios.

Timely
Accurate

Efficient
Beneficial

Automated
Consistent

OVERSEAS TOLL-FREE NUMBERS

Belgium.....0800-78245
Germany.....0800-1010282
Italy.....800-780821
Japan.....00531-1-20378
Korea.....00798-14-800-4766
Kuwait.....1-877-276-9287
Netherlands.....0800-232739
Saudi Arabia.....1-877-276-9287
United Kingdom.....08-000857723

Department of the Army
Army Benefits Center-Civilian
303 Marshall Avenue
Fort Riley, KS 66442-5004
1-877-276-9287
1-877-276-9833 (TDD)

America's Army: The Strength of the Nation

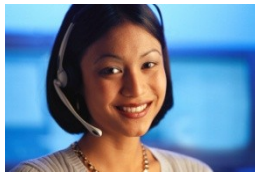
Army Benefits Center-Civilian

Need Assistance? It's As Easy As ABC...

July 2010

ARMY BENEFITS CENTER-CIVILIAN

What can the Army Benefits Center-Civilian do for you?



The ABC-C provides automated benefits support to Army-serviced appropriated fund employees through the Employee Benefits Information System (EBIS), the Interactive Voice Response System (IVRS), and trained benefits counselors.

- **EBIS** is a web application that allows you to access general and personal benefits information and conduct electronic transactions using a computer. The system contains comprehensive information and personalized benefits statements.
- **IVRS** is an automated self-service program you can access from a touch-tone telephone system. Unlike the web, IVRS allows you to transfer to a benefits counselor for additional assistance.

The ABC-C provides services in the following program areas:

- Retirement (Civil Service & Federal Employees Retirement Systems)
- Thrift Savings Plan (TSP)
- Federal Employees Health Benefits (FEHB)
- Federal Employees Group Life Insurance (FEGLI)
- Survivor Benefits

How Do You Use ABC-C?

You can access the EBIS website at https://www.abc.army.mil. From a government computer, you are able to log into EBIS using your Common Access Card (CAC) and CAC PIN. Click on "Employee Benefits Information System (EBIS)", then select the "CAC Employee Login" option. You will need to use your Army Knowledge Online (AKO) user name and password to access EBIS from home. Customers in the 50 states can access IVRS by calling the toll-free number 1-877-ARMY CTR (1-877-276-9287). For TDD assistance in the United States, call 1-877-276-9833. Overseas customers, see the back of this brochure for toll-free numbers accessed through a commercial/civilian telephone. For additional information, visit the ABC-C website. Both systems are available seven days a week, 24 hours a day. Benefits counselors are available Monday through Friday from 6:00 a.m. to 6:00 p.m. Central Time (CT).

How Do You Get Your PIN?

Initially, your PIN will be a four-digit number equivalent to your month and year of birth (MMYY). For security purposes, once you access the system, you must change it to a new six-digit number. The same PIN is used in both EBIS and IVRS. Your ABC-C PIN will not expire.

Benefits

For Health Benefits, Life Insurance & Thrift Savings Plan services, you will:

- Log on to the ABC-C website or call toll-free to access your records with your Social Security Number and PIN.
- Select the menu item for desired information.
- Review general information available in each subject area.
- Review personal information from your records.
- Make changes to your benefits.
- Speak to a benefits counselor (IVRS only).
- Verify the action on your Leave and Earnings Statement (LES).